EccellenzaPod

Operation Manual

VKI TECHNOLOGIES INC.

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Safety Information

Your safety is very important to us. It is **imperative** that you read and understand this safety information before proceeding with the installation and operation of this coffee maker.

This equipment must be used specifically for the purpose for which it is designed. The manufacturer is not responsible for damage or injury resulting from improper use of this equipment.

- This coffee maker is designed for indoor use **ONLY** and must ***never*** be installed outdoors.
- **The installation of this equipment must comply with all municipal, state / provincial, and federal electrical and plumbing codes.**
- **Installation and servicing of this equipment must only be performed by qualified personnel.** Do not attempt to install or service this equipment if you are not qualified as it may result in personal injury. There are no user-serviceable parts inside the equipment.
- This equipment must be installed in a location with an ambient temperature between 5°C-35°C (40°F-95°F).
- The main water supply pressure must be between a **minimum of 20psi** and a **maximum of 100psi.**
- This equipment must be positioned so that the wall plug and the main power switch are both easily accessible.
- **Do not** connect the coffee maker to a voltage supply other than the voltage indicated on the serial number decal.
- **Do not** immerse this coffee maker or any part of this equipment in liquid.
- **Do not** install the equipment in an area where water spray is present.
- This coffee maker must be installed securely on a level surface. If it does not appear to be a stable location, select another installation location.
- Keep hands clear of the dispensing area at the front of the coffee maker. **Liquids being dispensed are extremely hot and can cause severe burns.**
- **Never** disconnect the coffee maker by pulling on the service cord, and never use the coffee maker if the service cord is damaged.
- If the service cord is damaged, **it must be replaced with a new service cord** that is available from your distributor or the manufacturer of this equipment.

Safety Information

- **Never** attempt to override the safety features incorporated into the equipment. They are there for your protection and **should never be bypassed under any circumstances**.
- **Always** switch the power off and disconnect the service cord when cleaning the interior of the coffee maker. Components inside the coffee maker can cause electrical shock resulting in personal injury.
- If the coffee maker is not working properly or appears to have a fault, switch off the power, disconnect the service cord and call an authorized technician immediately for service. **Only qualified personnel should perform service on this equipment.**
- Use caution when servicing the water heater or the outlet valves as they may be extremely hot and can cause severe burns.
- Use caution when working inside the coffee maker as there may be sharp edges on some components that can cause cuts.
- To prevent electrical shock, remove all jewelry (rings, watches, etc.) when servicing the coffee maker.
- **Use only original manufacturer replacement parts** in this coffee maker. Unapproved replacement parts can result in personal injury, fire and/or further damage to the equipment.
- **Do not** allow children to access this equipment. They are not aware of the potential dangers that exist.
- **Never** use ammonia based cleaners on machine surfaces as they will become discolored and/or damaged permanently. Use milder cleaning products, such as dish soap.

Unauthorized modifications made to this coffee maker can result in serious personal injury and/or damage to the equipment, and voids all warranties and certifications.

Specifications

Voltage Rating	120 Volts AC @ 60hz (120 Volt Model)
Heater Wattage	1400 Watts
Weight (empty)	55 lbs (25 kg)
Powder Capacity (2)	**Milk** - 1 lb (450g) **Chocolate** – 1.2 lb (550g)
Cup Sizes	3
Brew Time per Cup	Less than 60 seconds
Water Tank Capacity	0.79 gallons (3 liters)
Waste Bin Capacity	50 Pods
Temperature Control	Electronic Probe
Heating Time	Approx. 15 minutes after installation
Brew Temperature	198°F (92°C)
Heater Protection	Yes
Overflow Protection	Yes
Circuit Protection	Yes
Certifications/Listings	$_{c}CSA_{us}$

Coffee Maker Dimensions

Height:	17.8”	(45 cm)
Width:	15”	(38 cm)
Depth:	21 ”	(53 cm)

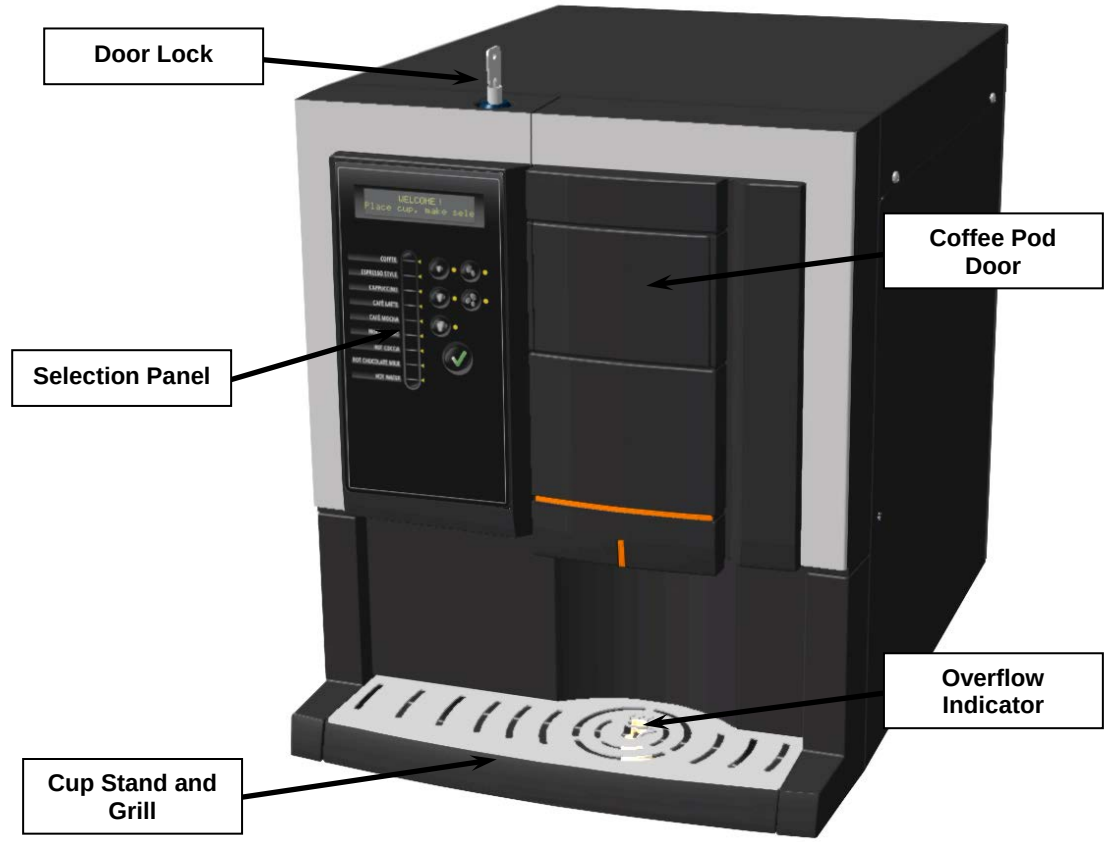
Minimum Installation Requirements

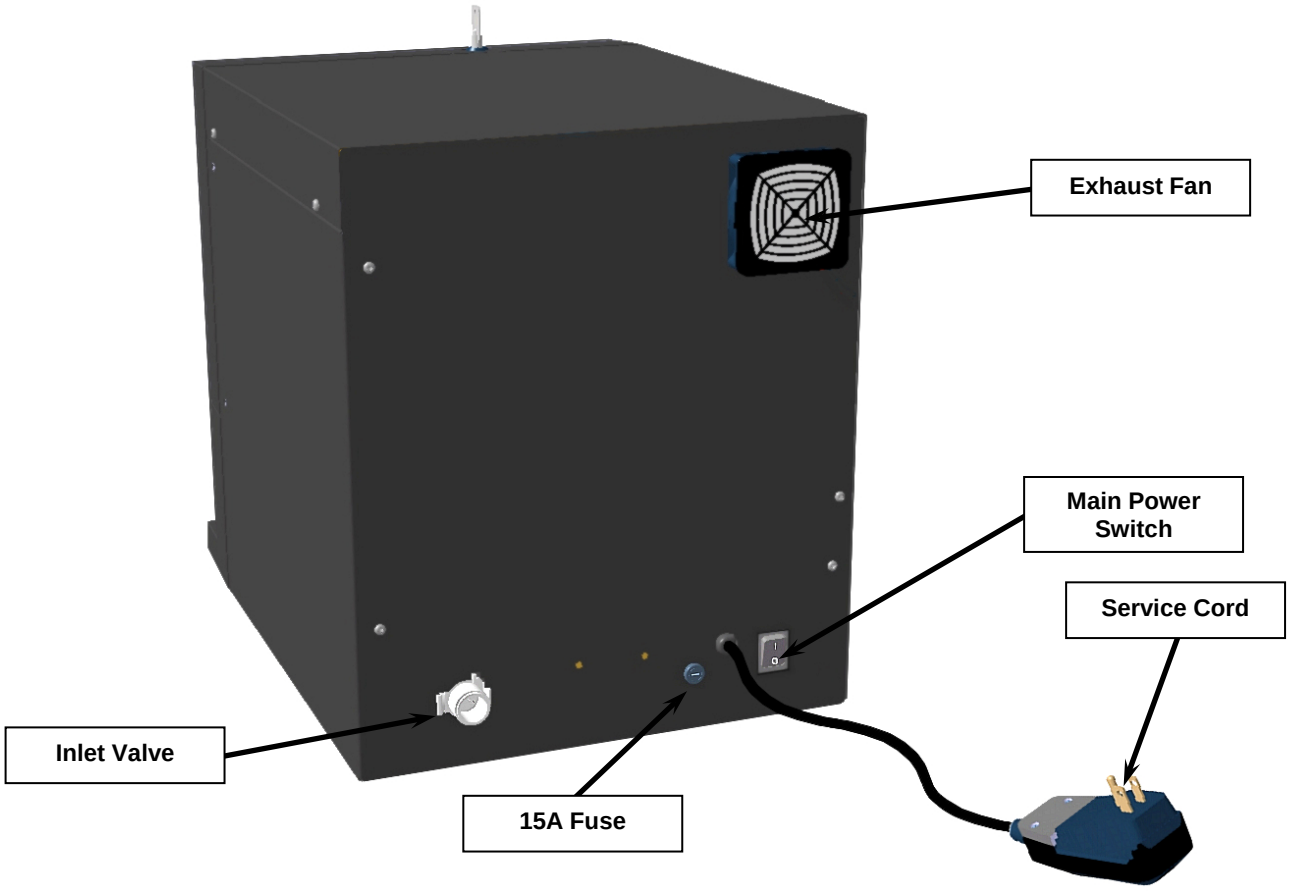
Height:	18”	(45.5 cm)
Width:	15”	(38 cm)
Depth:	24”	(61 cm)

NOTE: This machine is factory set on "Preset 2". To change this preset, follow the instructions in the “Presets” section on page 28 of this manual.

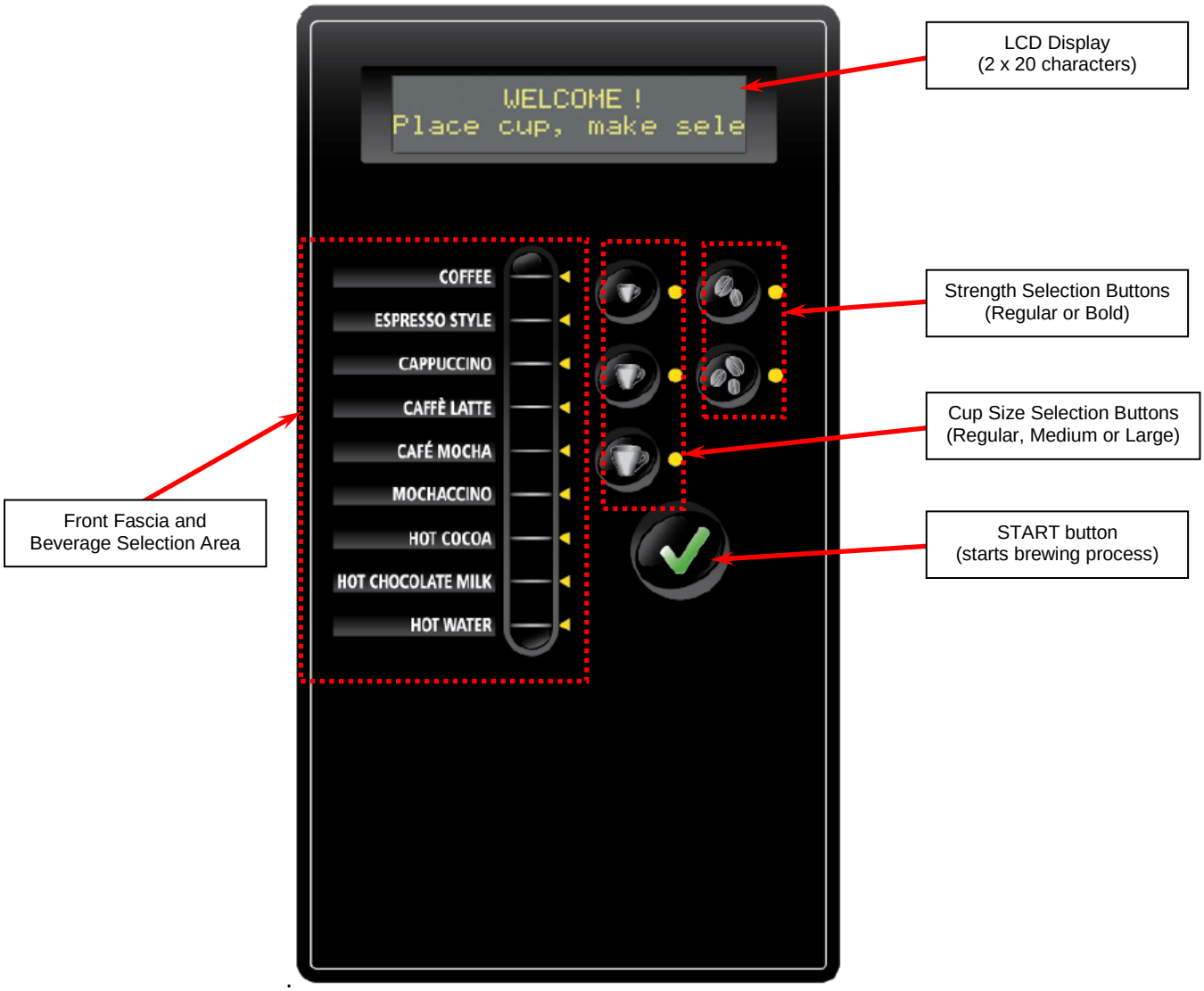
NOTE: Any references made in this manual to coffee blends and powder products are for example purposes only. The actual products used in the equipment may be different than the examples used in this manual.

Equipment Overview

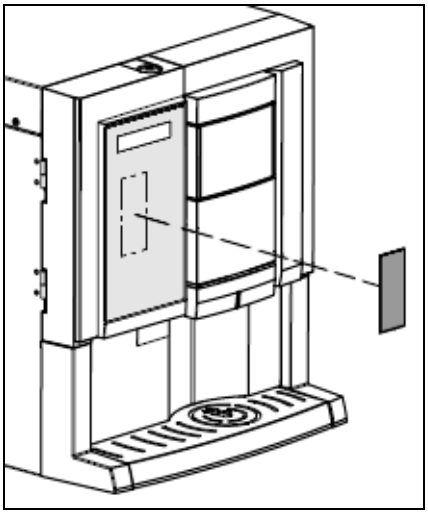




Front Selection Panel

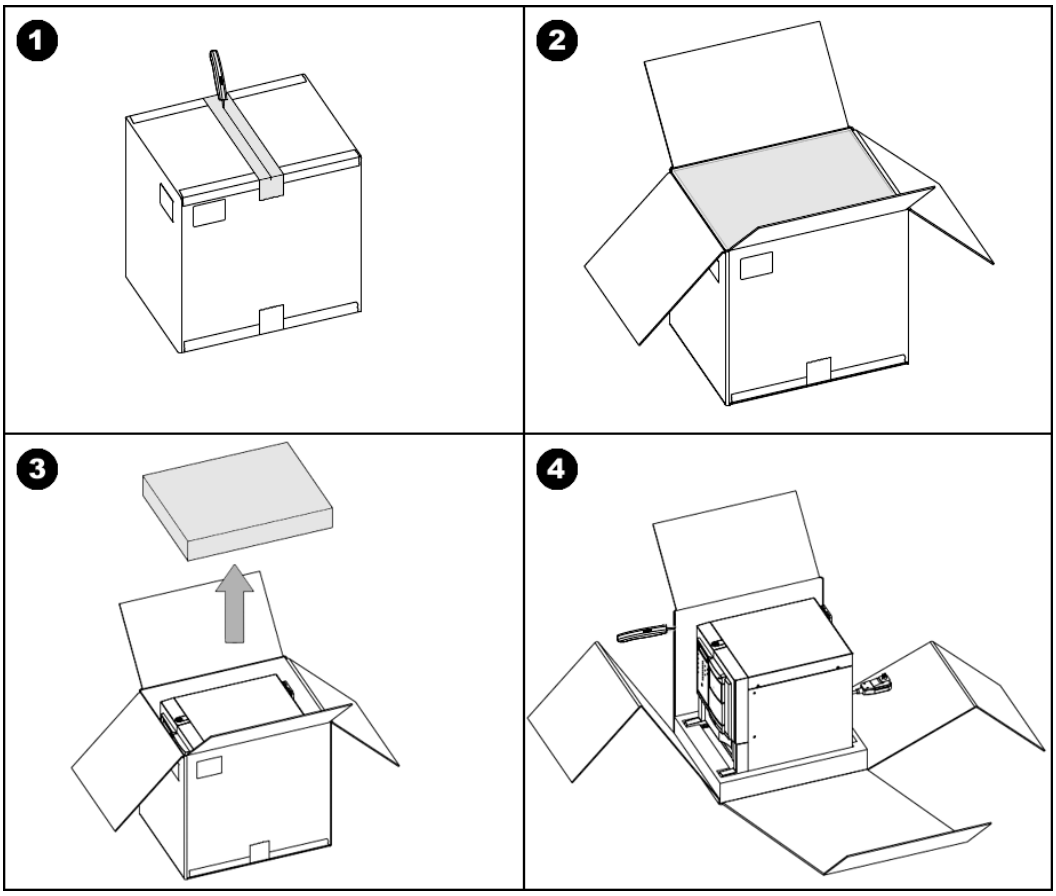


Installing the French Button Overlay



Unpacking

NOTE: Prior to signing for the delivery, **check the shipping carton for damage**. Indicate any damage on the delivery slip and have the driver sign acknowledging it. **Damages during shipping must be claimed with the carrier**, and not with VKI Technologies.



1. Cut the shipping tape on the top of the box.
2. Flip open the four flaps.
3. Remove the upper foam end cap.
4. Using a utility knife, **carefully** cut down along all four corners of the box.
5. **With the help of a colleague**, lift and place the coffee maker onto a workbench or cabinet. **Do not attempt to lift the machine by yourself.**

WARNING: DO NOT lift the coffee maker by placing your hand underneath the front door. It is not designed to support the weight of the machine, and serious personal injury and/or damage to the unit may occur.

6. Pull out the waste bin and remove the drip tray stored inside.
7. Open the front door (the keys are in a small envelope attached to the service cord).
8. Remove all the shipping tape from the outside and inside of the machine.
9. Close the front door, re-install the waste bin and install the drip tray.

Plumbing the Machine

Installation of this equipment must comply with all local, state/provincial and federal plumbing codes. It is the responsibility of the installer (and not VKI Technologies) to research and to comply with all of these codes.

NOTE: When installing the machine onto a cabinet or countertop, ensure that the machine is level.

1. **Specifications and Limitations:**

The total overall length of installed section of water tubing should never exceed 25 feet (7.6 meters) per unit. In the event more than 25 feet (7.6 meters) of conduit tubing is required, as measured from the water supply connection (building plumbing) to the brewing equipment or cooler unit, the customer should be required to sign a waiver document thus releasing your company from any and all responsibility in the event damage is incurred as a result of a water leak from installed water tubing and/or fittings and/or equipment.

2. **Water Supply & Tubing - Material Requirements (Conforms to NSF-51 & NSF-61):**

NOTE: *The main water supply pressure must be between a minimum of 20 psi and a maximum of 100 psi.*

Water supply connection (building plumbing to water tubing conduit):

- **PREFERENCE:** 2” copper shunt & compression tee fitting (multi unit location)
- **ALTERNATE:** Self-piercing valve (single unit locations only)

Water tubing (water supply to water filter – water filter to brewing equipment):

- **NSF CERTIFIED:** 3/8” I.D. Reinforced PVC Beverage grade hose tubing

3. **Water Filter - Material Requirements (Conforms to NSF-42 & NSF-53):**

Water filter & filter head:

- **NSF CERTIFIED:** EVERPURE 4H, or 4K-Plus, or 2K-Plus, or OCS
- An Everpure QL3 head with integrated shut-off valve must be installed

NOTE: Accessibility to shut-off valve(s) must be provided and explained to customer in the event water supply to brewing or cooler equipment must be shut off.

NOTE: For multi-unit locations whereby the main water conduit is supplying water to more than one unit (including water coolers), a separate in-line shut off valve must be installed onto each individual equipment unit.

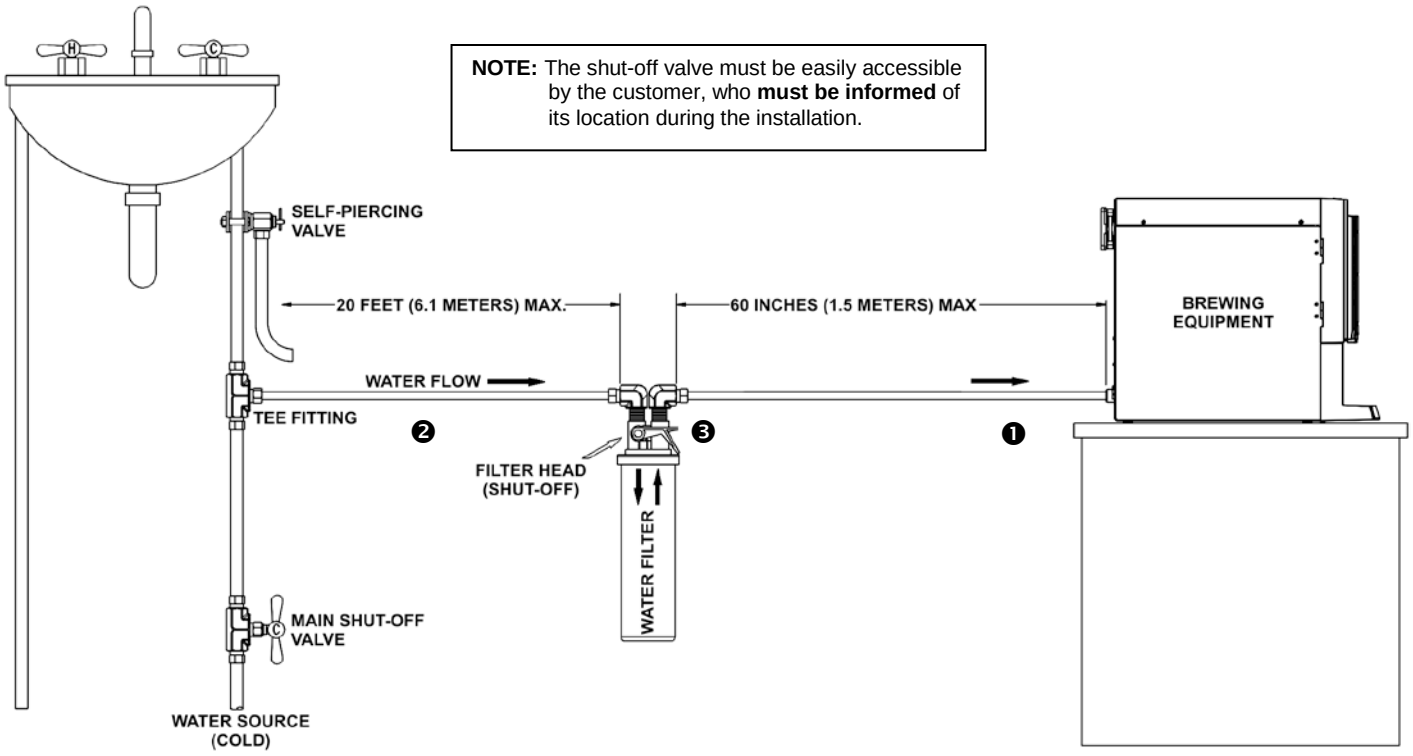
4. Water Fittings & Valves - Material Requirements (Conforms to NSF-51 & NSF-61):

Fittings & valves (water supply connection - water filter head - brewing equipment):

- ► **NSF CONFORMING:** BARB type fittings with OERTIKER clamps
- ► **PREFERENCE:** Custom nickel plated brass
- ► **ALTERNATE:** Stainless Steel (much more costly)

NOTE: Water cooler equipment arriving pre-fitted with quick connect type fittings must have them replaced by approved fittings prior to being installed at customer location(s).

Quick-connect type fittings are not approved for use with any VKI manufactured equipment.



MATERIAL REQUIREMENTS:

❶ **EQUIPMENT FITTING:** *1" GH Type Fitting*

❷ **TUBING (WATER SUPPLY TO FILTER):** *Reinforced PVC Beverage grade*

❸ **TUBING (WATER FILTER TO EQUIPMENT):** *Stainless steel braided hose*

Water Filter

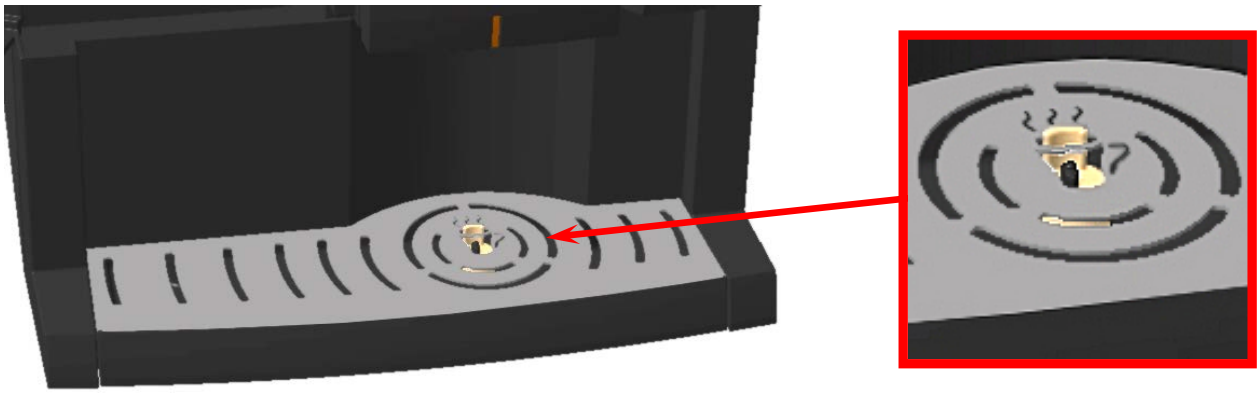
We recommend the use of a high quality water filter (such as Everpure™ Filters) which will eliminate most odors present in water, and reduce the amount of particles entering the water tank. The following are basic instructions for installing a cartridge type filter using a head bracket (Everpure™ type filter).

1. Assemble the retaining bracket to the filter head.
2. Insert the cartridge into the filter head and turn the cartridge clockwise.
3. Apply Teflon tape to the threaded portion of two 3/8" x 1/4" fittings and screw each into the filter head.
4. Mount the water filter at an easily accessible place for servicing, such as:
   (a) Under the sink against the back or side wall,
   (b) On the back of a utility cabinet,
   (c) Any location generally within 20 feet of the machine.

NOTE: When the filter is installed or replaced, make sure to write the installation date in the provided area on the filter cartridge. Follow the manufacturer's recommendations for filter replacement intervals.

Emptying the Drip Tray

The drip tray on the front of the coffee maker holds approximately 415 ml (14 oz) of liquid. When too much liquid has accumulated inside the tray, an overflow indicator (a small float) will rise and protrude through the drip tray grill. At this point, the drip tray must be emptied.



To empty the drip tray:

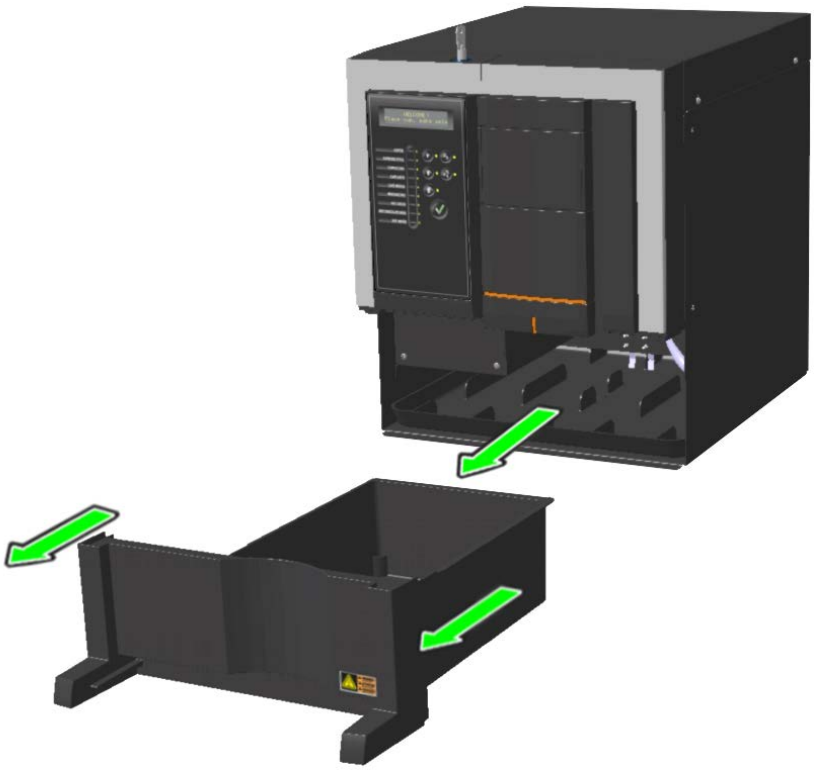
1. Pull the tray assembly straight out towards you.

2. Remove the drip tray grill.
3. Empty the drip tray.
4. Rinse both the tray and the grill under running water, and then towel dry both.
5. Install the grill onto the drip tray.
6. Slide the drip tray and grill back into position on the machine.

Emptying the Waste Bin

The waste bin holds approximately 50 spent coffee pods and it should be emptied at least once a day. To empty the waste bin,

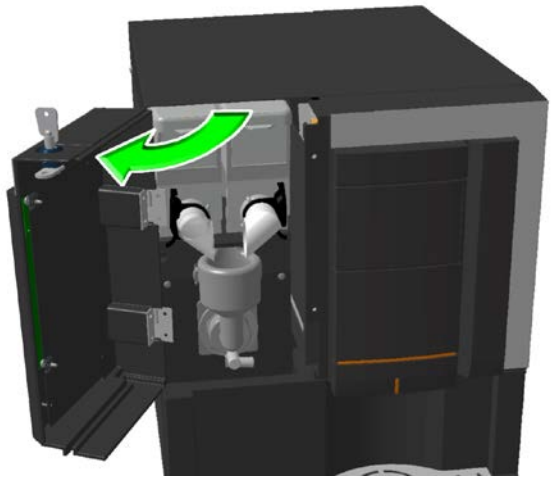
1. Remove the drip tray and grill assembly.
2. The waste bin assembly represents the lower third of the machine. Grasp the sides of the waste bin and pull the bin straight out towards you.



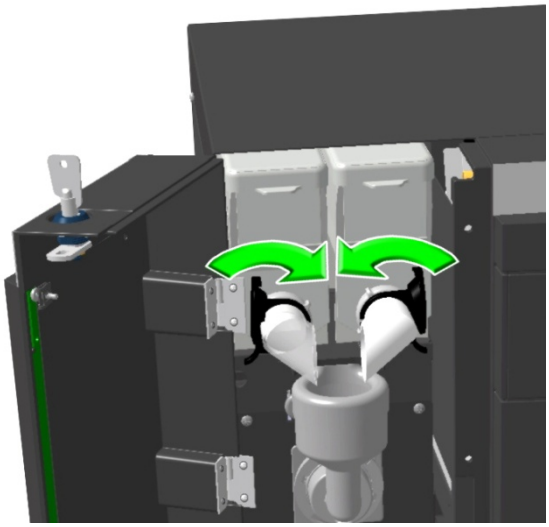
3. Discard the contents of the waste bin.
4. Rinse the waste bin under running water, and then towel dry.
5. Re-install the waste bin.
6. If the waste bin has been removed for more than 10 seconds (default setting), the machine will automatically reset the Waste Bin counter. The *"Reset Time Out"* setting can be changed from 10 seconds to another value in the **Counters** menu.
7. The machine will then show the **Powder System Rinse** menu on the LCD. **This rinse is mandatory** must be performed to reduce the possibility of the residual powder clogging whipper system.
    a. Place a large cup or leak-proof container under the dispensing spout.
    b. **Press the** Enter (✓) **button to begin the rinse cycle.**
8. Once done, the machine automatically reverts to the Standby (ready) mode.
9. Re-install the drip tray.

Filling the Powder Hoppers

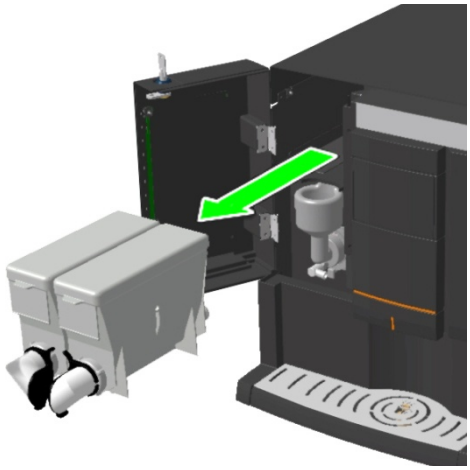
1. Remove the drip tray.
2. Remove the waste bin.
3. Unlock and open the front door of the machine.



4. Rotate the spout caps to block each of the powder hopper spouts.



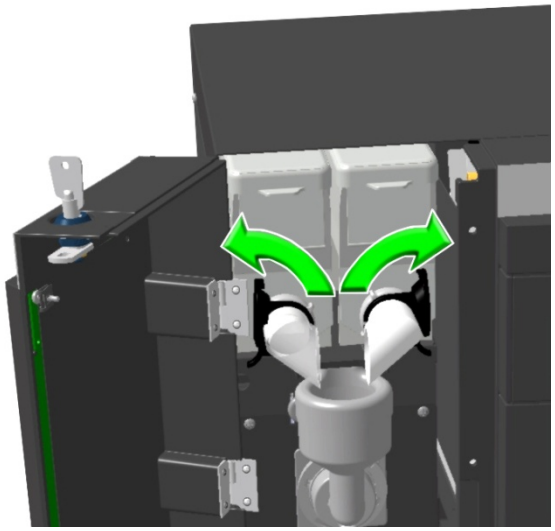
5. Remove the powder hoppers by sliding them out towards you.



6. Remove the hopper lids.
7. Refill the two hoppers with product – milk in the left hopper and chocolate in the right hopper.

NOTE: Do not pack the powder inside the hoppers.

8. Re-install the powder hoppers, and rotate the spout caps to unblock each of the hopper spouts.



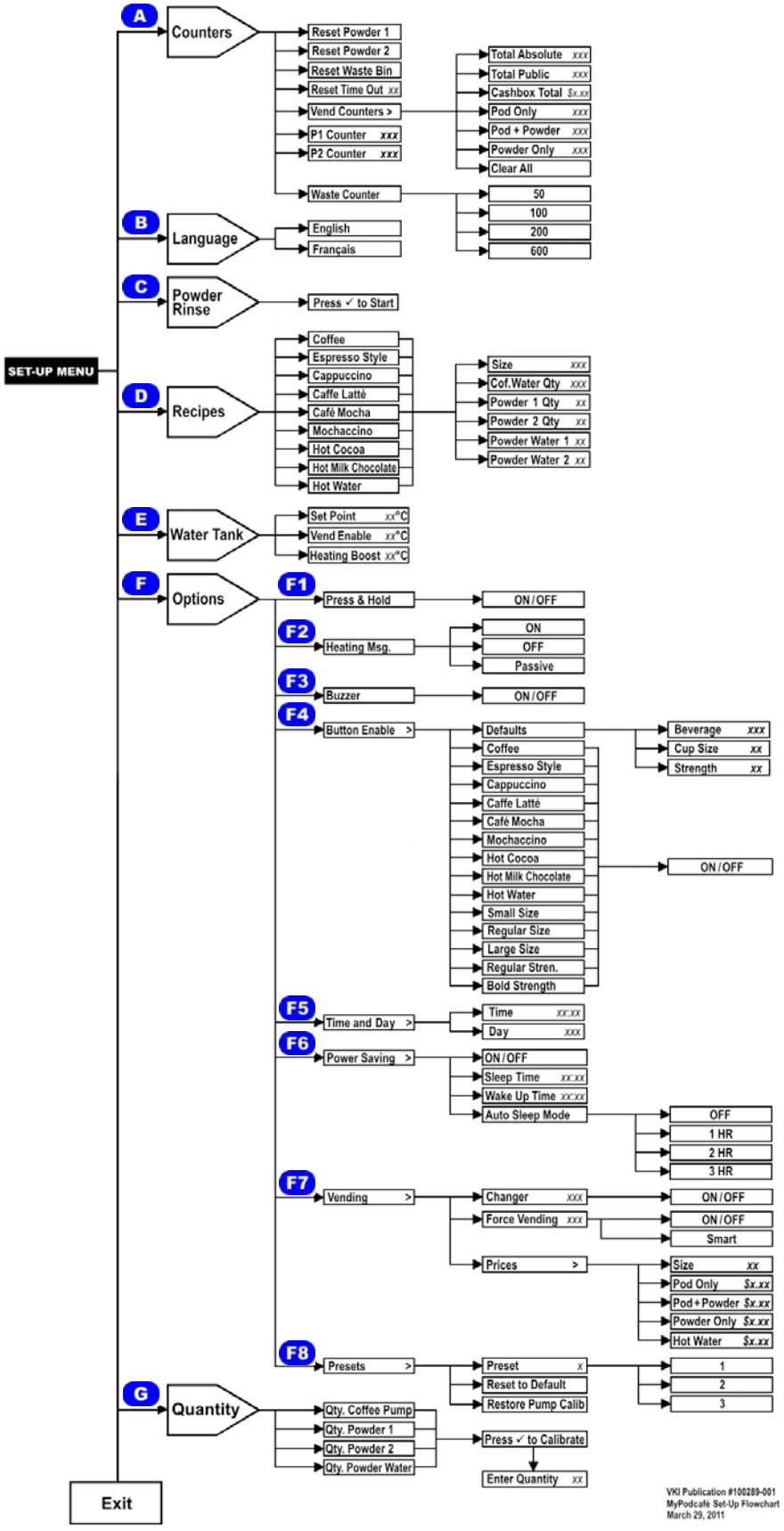
NOTE: To reduce the risk of powder 'bearding' or clogging the dispenser spouts, make sure the spouts are pointing straight down (as illustrated above). A retainer on the upper vacuum duct plate will stop the spouts when they are in their proper position.

9. If the hoppers have been removed for more than 10 seconds, the machine will automatically reset the Powder (1 and/or 2) counter(s).
10. The machine will then show the **Powder System Rinse** menu on the LCD. **This rinse is mandatory** must be performed to reduce the possibility of the residual powder clogging whipper system.
11. Place a large cup under the dispensing spouts.
12. Press the Start button to begin the powder rinse cycle.

13. Once the cycle is finished, the machine automatically reverts to the Standby (ready) mode.
14. Re-install the waste bin.
15. If the waste bin has been removed for more than 10 seconds (default setting), the machine will automatically reset the Waste Bin counter. The *"Reset Time Out"* setting can be changed from 10 seconds to another value in the **Counters** menu.
16. The machine will then show the **Powder System Rinse** menu on the LCD. **This rinse is mandatory** must be performed to reduce the possibility of the residual powder clogging whipper system.
17. Once done, the machine automatically reverts to the Standby (ready) mode.
18. Re-install the drip tray.

Programming

Navigation Flowchart



Accessing and Exiting the Set-Up Mode

To gain access to the Set-Up mode of the machine, press the "**Set-Up**" button on the inside of the front door. The message on the LCD will read;

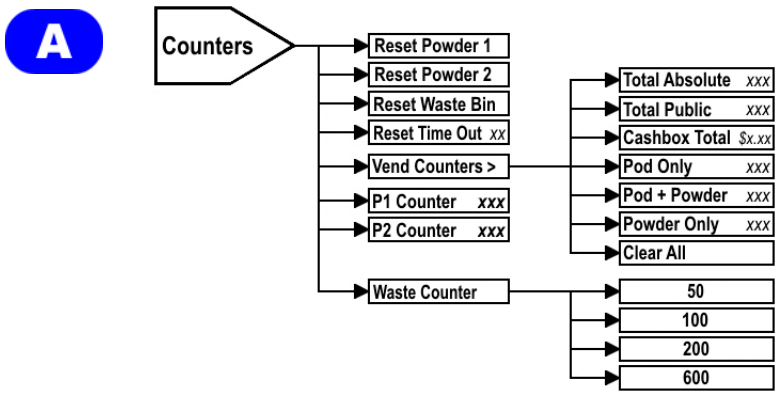
To exit the Set-Up mode, press the "**Set-Up**" button once more.

Navigating the Menus

There are four buttons on the front selection panel that are used for navigating through the Set-Up mode of the equipment. The buttons and their functions are identified in the table below.

Button	Function for Navigating
	▪ Scroll **UP** through the menus in the Set-Up ▪ Increase values while in a specific selection in the Set-Up
	▪ Scroll **DOWN** through the menus in the Set-Up ▪ Decrease values while in a specific selection in the Set-Up
	▪ **Enter** Button o Enter a menu o Enter a specific selection in the Set-Up o Save a change o Clear a counter
	▪ **Large Cup** Button *(**Back** button while in Set-Up)* o Move back to previous menu o Exit a specific setting without saving

Counters



1. Enter the Set-Up mode and scroll to the **Counters** menu.

2. The first three options in this menu are used for resetting the Powder 1, Powder 2 and Waste Bin counters.
3. Select the counter to be reset and press the **Enter (✓)** button to reset it.
4. The "**Reset Time Out**" option allows you to change the amount of time the waste bin needs to be removed before the **Waste Bin Counter** gets reset automatically. The default setting is 10 seconds.
5. To view and/or to reset the product vend counters, scroll to the **Vend Counters** menu and press **Enter (✓)**.
6. To view the number of vends, scroll to the counter required. The following counters are available,

   Total Absolute – this counter displays the number of beverages dispensed by the equipment since it was put into service. It ***cannot*** be reset to Zero.

   Total Public – this counter displays the number of beverages dispensed since this counter was reset last.

   Pod Only – this counter displays the number of straight coffee beverages dispensed (specialty beverages are not included).

   Pod + Powder – this counter displays the number of specialty coffee beverages dispensed.

   Powder Only – this counter displays the number of straight powder beverages dispensed (non-pod beverages).

7. To reset the counters, scroll to the **Clear All** option and press the **Enter (✓)** button.

NOTE: *Selecting the **Clear All** option resets all of the resettable counters to zero simultaneously. **The Total Absolute counter is not resettable and cannot be cleared.***

8. The "**P1 Counter**" and "**P2 Counter**" options allow you to set the frequency at which the refill hopper messages appear. For example, if the setting is 425 grams, this means that after 425 grams of powder have been dispensed by the hopper, the refill hopper message will be displayed. To **increase the frequency** at which this message appears, this **setting should be decreased**. To **decrease the frequency** of the message, **increase this setting**.
9. With the "**Waste Counter"** option, you can set the number of coffee (pod) beverages the machine can dispense before the **"Empty Waste Bin"** message appears on the screen. The counter can be set to 50, 100, 200 or 600 cups. The default setting for the standard waste bin is 50 cups.

Language

This setting allows you to change the language of the messages that appear on the LCD display to either English or French.

To change the language,

1. Enter the Set-Up mode and scroll to the **Language** menu.3

2. Press the **Enter (✓)** button.
3. Scroll UP to the language required.
4. Press the **Enter (✓)** button to save the change.

NOTE: *The menus while in the Set-Up mode are displayed in English.*

Powder Rinse

Access this menu to periodically rinse the Powder System (the whipper motor, whipper components and hoses.

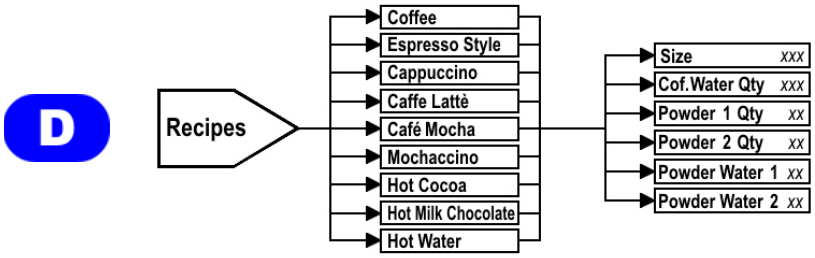
To access the powder rinse cycle,

1. Enter the Set-Up mode and scroll to the **Powder Rinse** menu.

2. Place a large cup or leak-proof container under the dispensing spout.
3. Press the **Enter (✓)** button to begin the rinse cycle.
4. Repeat step #3 if more rinsing is required.

NOTE: *The Powder System rinse menu automatically appears after the powder hoppers have been removed, refilled and replaced. Performing this cycle is mandatory and once it is completed, the machine will automatically revert to Standby (ready) mode.*

Recipes



Any changes to the recipe settings are made in this menu. Settings can be modified for both coffee and powder water quantities, as well the quantity of powder to be dispensed. As this machine uses pre-packaged coffee pods, it is not possible to adjust the coffee setting.

To adjust the recipe settings,

1. Enter the Set-Up mode and scroll to the **Recipes** menu.

2. Press the **Enter (✓)** button.
3. Select the cup size required and press the **Enter (✓)** button.
4. Scroll to the beverage that needs to be adjusted.
5. Press the **Enter (✓)** button to access the settings.
6. Select the setting to be adjusted and press the **Enter (✓)** button.
7. Using the **Strength** buttons, increase or decrease the setting, as required.
8. Press the **Enter (✓)** button to save the change.

Water Tank

The **Set Point** for the water tank temperature can adjusted in this menu ***(please note that if using powdered milk, the maximum temperature should never exceed 92° C or 197°F).*** The **Vend Enable** feature, which prevents the machine from being used until the pre-set minimum temperature is reached, is also set while in this menu. The **Heating Boost** option energizes the heating element during a coffee vend to maintain the ideal water temperature (set in this menu) for a coffee beverage.

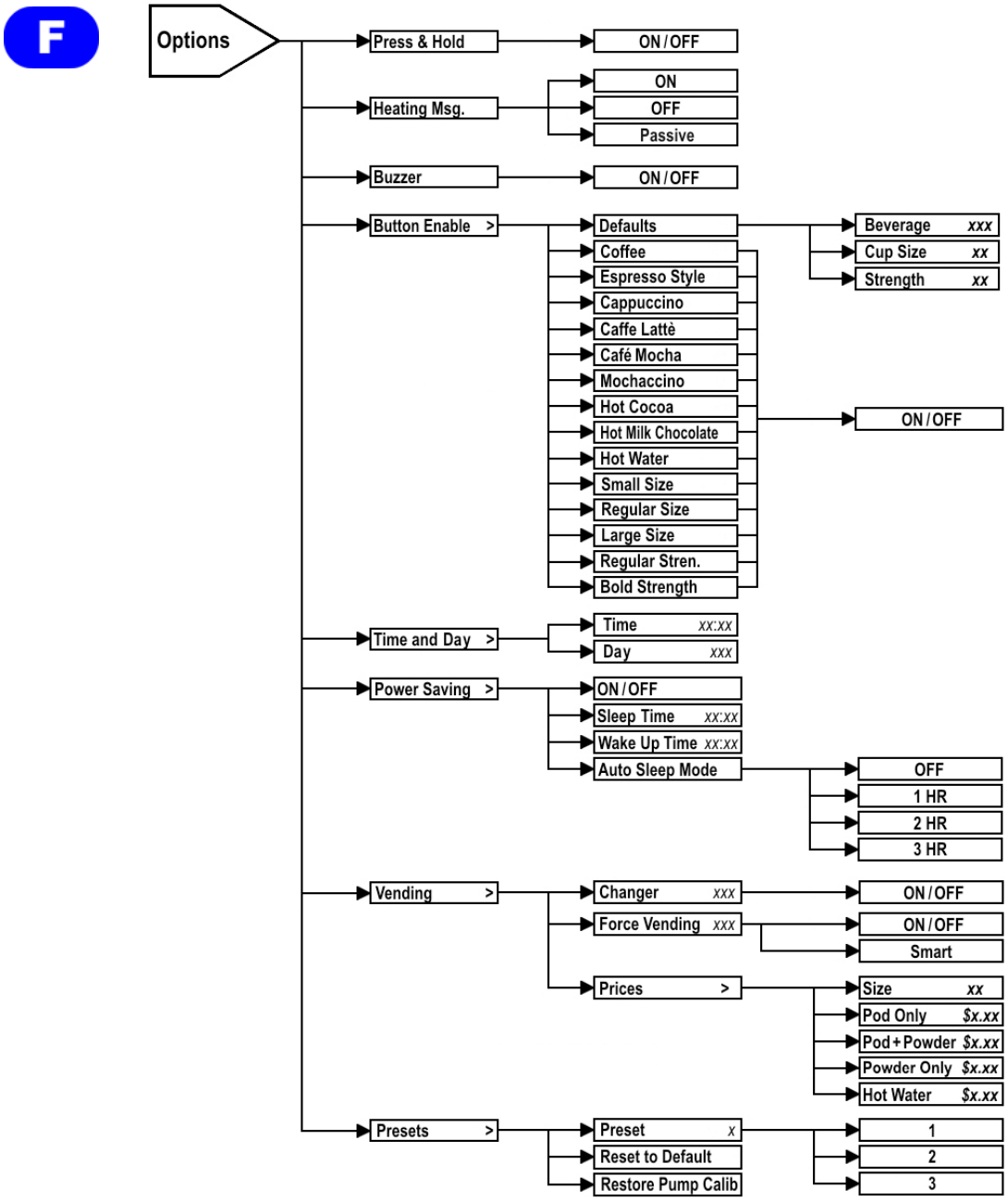
To adjust one of these settings,

1. Enter the Set-Up mode and scroll to the **Water Tank** menu.

2. Press the **Enter (✓)** button.
3. Scroll to the setting that needs to be adjusted.
4. Press the **Enter (✓)** button to access the setting.
5. Using the **Strength** buttons, increase or decrease the setting, as required.
6. Press the **Enter (✓)** button to save the change.

Options

The **Options** section of the Set-Up allows you to change settings that impact the functionality of the machine. These options are described in greater detail in the next several pages of this manual.



Press & Hold (Hot Water)

Hot water can be programmed to be dispensed in one of two ways – by the cup, or on demand. With this feature set to OFF, when hot water is selected and the Start button is pressed, enough hot water will be dispensed to completely fill the user's cup. However, if this feature is switched to ON, hot water will only be dispensed as long as the hot water button is kept pressed (to maximum of 10 seconds per press). Releasing the button stops the flow of hot water.

To set the Press & hold hot water feature,

1. Enter the Set-Up mode and scroll to the **Options** menu.
2. Press the **Enter (✓)** button.
3. Scroll to the **Press & Hold** menu.

4. Press the **Enter (✓)** button.
5. Scroll UP to the setting required and then press the **Enter (✓)** button to save the changes.

Heating Message

This option tells the machine to display the **heating message** if the water in the tank is not up to proper brewing temperature. This menu allows you to set the way this message is displayed, or to switch it off completely.

To set the Reminder Messages,

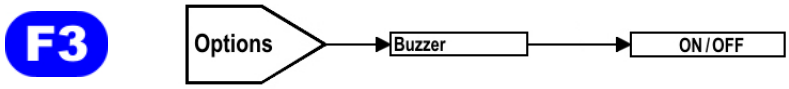
1. Enter the Set-Up mode and scroll to the **Options** menu.
2. Press the **Enter (✓)** button.
3. Scroll to the **Heating Msg.** menu.
4. Press the **Enter (✓)** button.
5. Scroll to the required setting. Select one of the following options for the message:

   ON – *The reminder message is displayed and the unit functions in a limited capacity (or not at all) until the message is cleared.*

   OFF – *No message will appear.*

   Passive – *The reminder message is displayed, but the machine continues to function normally.*
6. Once selected, press the **Enter (✓)** button to save the changes.

Buzzer



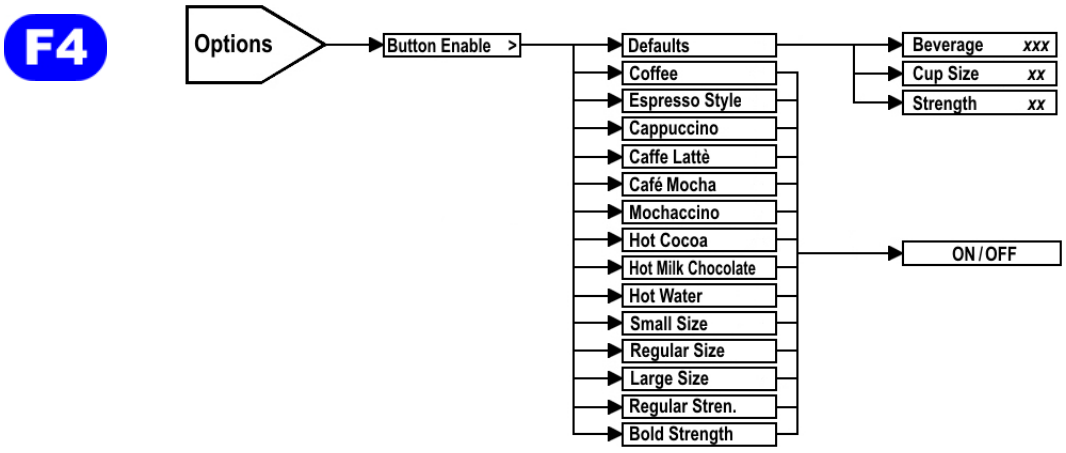
This machine is equipped with a buzzer (beeper) that activates each time a button is pressed on the selection panel. In cases where the customer does not want the machine to beep upon button activation, the buzzer can be switched off in this menu.

To set the buzzer option,

1. Enter the Set-Up mode and scroll to the **Options** menu.
2. Press the **Enter (✓)** button.
3. Scroll to the **Buzzer** menu and press the **Enter (✓)** button to access this option.

4. Scroll to the setting required and press the **Enter (✓)** button.

Button Enable



In this menu, you can set the beverage defaults and disable any button that is not going to be used on the selection panel.

To set the defaults,

1. Enter the Set-Up mode and scroll to the **Options** menu.
2. Press the Enter button.
3. Scroll to the **Button Enable** menu and press the **Enter (✓)** button to access this option.

4. Select the Defaults menu and press the **Enter (✓)** button.
5. Set the default **Beverage** and press the **Enter (✓)** button.
6. Set the default **Cup Size** and press the **Enter (✓)** button.
7. Set the default **Strength** and press the **Enter (✓)** button.

To disable/enable a selection button,

1. Enter the Set-Up mode and scroll to the **Options** menu.
2. Press the **Enter (✓)** button.
3. Scroll to the **Button Enable** menu and press the **Enter (✓)** button to access this option.

4. Scroll to the button selection that needs to be disabled and press the **Enter (✓)** button.
5. Using the **Strength** buttons, toggle the setting to **ON** or **OFF**.

Time and Day

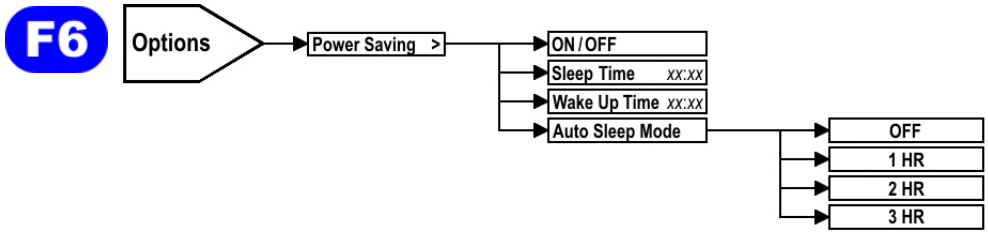
The machine is equipped with an internal clock that is used exclusively for setting the Power Saving option. The time and day are not displayed on the LCD.

To set the time and day,

1. Enter the Set-Up mode and scroll to the **Options** menu.
2. Press the **Enter (✓)** button.
3. Scroll to the **Time and Day** menu and press the **Enter (✓)** button to access this option.

4. To set the time, select the **Time** option and press the **Enter (✓)** button.
5. Use the **Regular** or **Bold Strength** buttons to set the Hour. Once set, press the **Enter (✓)** button to shift to the Minutes setting. Once again, use the Regular or Bold Strength buttons to set the Minutes. Once set, press the **Enter (✓)** button to save the settings.
6. To set the day, select the **Day** option and press the **Enter (✓)** button.
7. Use the Regular or Bold Strength buttons to set the Day, and press the **Enter (✓)** button to save the setting.

Power Saving



This option allows you to set the machine to deactivate the heating element for a predetermined time every day to reduce energy consumption.

To activate the **Power Saving** option,

1. Enter the Set-Up mode, scroll to the **Options** menu, and press the **Enter (✓)** button.
2. Scroll to the **Power Saving** menu and press the **Enter (✓)** button to access this option.

3. Select the setting required (in this case, ON) and press the **Enter (✓)** button to save the settings.

To set the **Sleep Time** (starting time) of the Power Saving option,

1. From the Power Saving menu, select the **Sleep Time** option and press **Enter (✓)**.

2. Use the **Regular** or **Bold Strength** buttons to set the Hour. Once set, press the **Enter (✓)** button to shift to the Minutes setting. Once again, use the Regular or Bold Strength buttons to set the Minutes. Once set, press the **Enter (✓)** button to save the settings.

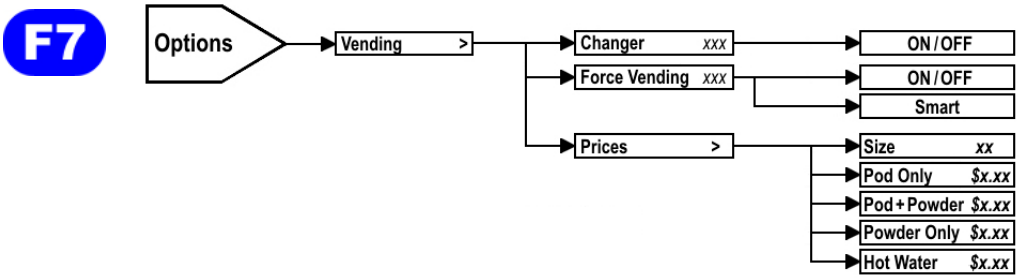
To set the **Wake Time** (ending time) of the Power Saving option,

1. From the Power Saving menu, select the **Wake Time** option and press **Enter**.

2. Use the **Regular** or **Bold Strength** buttons to set the Hour. Once set, press the **Enter (✓)** button to shift to the Minutes setting. Once again, use the Regular or Bold Strength buttons to set the Minutes. Once set, press the **Enter (✓)** button to save the settings.

Auto Sleep Mode – with this feature activated (ON), the machine automatically goes into power saving mode after a preset time of inactivity (1 Hour, 2 Hours or 3 Hours).

Vending



This option allows you to set type of vending device(s) to be used on the machine. The Force Vending feature can also be set in this menu.

To configure a vending device,

1. Enter the Set-Up mode and scroll to the **Options** menu.
2. Press the **Enter (✓)** button.
3. Scroll to the **Vending** menu and press the **Enter (✓)** button to access this option.

4. The following options are available.

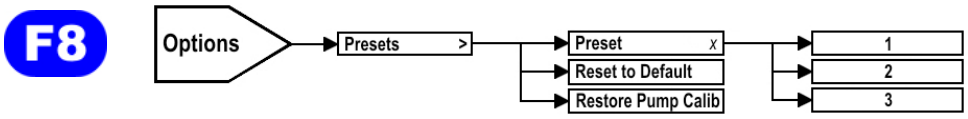
   Changer – enable or disable the coin changer unit.

   Force Vending – when enabled, the user is forced to purchase a beverage and cannot cancel the transaction. The user's funds remain as a credit until a beverage is dispensed. If set to **Smart**, the coin return feature is disabled when a $1 or $2 coin is inserted.

5. Using the **Strength** buttons, toggle the setting for a device to **ON** or **OFF.**
6. Press the **Enter (✓)** button to save the changes.

***NOTE:** If any of the vending devices are set to **ON**, the machine will **automatically** switch from Free to Vending mode. To revert back to Free mode, all vending devices **must** be set to **OFF**.*

Presets



This option allows you to select one of the preset configurations to be used on the machine. You can also reset the machine to the original factory default settings from this menu (all settings), or just reset the water pump calibration to the original factory setting.

To select one of the presets,

1. Enter the Set-Up mode and scroll to the Options menu and press the **Enter (✓)** button.
2. Select the '**Presets**' option and press the **Enter (✓)** button.

3. Select the desired preset (1-3) and press the **Enter (✓)** button.
   a. Preset 1 = 6-oz, 8-oz, 10-oz
   b. Preset 2 = 7-oz, 8-oz, 9-oz *(this is the default Factory Preset)*
   c. Preset 3 = 8-oz, 10-oz, 12-oz
4. Using the main power switch at the rear of the machine, switch the power OFF for ten seconds, and then switch it back ON again. The selected '**preset'** settings are now loaded.

To reset the machine settings to the factory default settings,

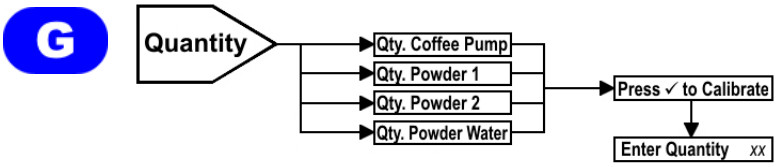
1. Enter the Set-Up mode and scroll to the Options menu and press the Enter **(✓)** button.
2. Select the '**Reset to Default**' option.

3. To reset, press the Enter **(✓)** button.
4. The lower line of the LCD will now display "**Reset to Default OK**" acknowledging that this option has been initialized.

5. Press the "**Set-Up**" button to exit the set-up mode. After approximately five seconds, the machine will reboot automatically with the factory default settings loaded.

NOTE: *This same procedure also applies when selecting the "Restore Pump Calib." menu to restore the water pump to its original factory setting.*

Quantity



This setting allows you to set the quantities for the coffee water, powder product and powder water.

To set the quantities,

1. Enter the Set-Up mode and scroll to the **Quantity** menu.

2. Press the **Enter (✓)** button.
3. Scroll UP to the set the setting required. In this case, the Coffee Pump quantity will be calibrated *(the same procedure applies for adjusting the quantity of powders and powder water).*

4. Place a measuring cup in the dispensing area.
5. Press the **Enter (✓)** button to begin calibration. The screen will display;

6. The machine will now dispense a preset amount of water for several seconds. Measure the quantity of water that is dispensed. In this case, we'll use 68ml as an example.
7. Once done dispensing, the screen will show the following;

8. Press the **Enter (✓)** button to set the quantity measured.

9. Use the **Regular** or **Bold Strength** buttons to increase or decrease the setting. In this case, use the Regular button to increase the setting to 68.

10. Once set, press the **Enter (✓)** button to save the changes.

NOTE: You can also measure the quantity of water by weighing it on a scale. For example, if you measure 68 grams of water on the scale, that equates to approximately 68 ml (1ml=1gr).

Maintenance

To keep the equipment running efficiently and at peak performance, the following maintenance procedures must be performed at their specified intervals. It is recommended that equipment maintenance be scheduled at a time that would be the least disruptive to your customers. Whenever possible, replace the components requiring maintenance with new or refurbished ones, and then refurbish the older components at your shop.

WARNING: Never use ammonia based cleaners on any machine surface as the surface will become discolored and/or damaged permanently. Use only mild cleaning products, such as dish soap.

Daily

- **Empty the Drip Tray** – empty the contents of the drip tray and rinse the tray and grill under clean running water.
- **Empty the Waste Bin** – empty the contents of the waste bin.
- **Refill the Powder Hoppers** – top off the powder hoppers.
- **Perform a Whipper Rinse Cycle** – this should be done immediately after refilling the powder hoppers to flush any product that may have fallen into the whipper.
- **Wipe Exterior and Countertop** – using the clean towel, wipe any coffee grounds and spills from the exterior of the machine and the countertop.

Weekly

- **Wipe Interior Walls and Door** - using the clean towel, wipe any spills from the interior of the machine and the front door.
- **Perform a Whipper Rinse Cycle** – this should be done immediately after refilling the powder hoppers to flush any product that may have fallen into the whipper.
- **Wipe Exterior and Countertop** – using the clean towel, wipe any coffee grounds and spills from the exterior of the machine and the countertop.

Monthly

- **Clean the Whipper System** – disassemble the whipper system and clean the components with hot water.
    - ***NOTE:*** *When re-assembling the whipper components, always add some Lubrifilm lubricant to the base of the shaft in the area where the whipper base gasket is located.*
- **Clean the Brewer** – to clean the brewer, make a vend as you normally would, however, instead of inserting a coffee pod into the brewer, you need to insert a special cleaning tab. The hot water dissolves the cleaning tab, which in turn cleans all of the areas in which it comes into contact. Make several vends afterwards (without inserting anything into the brewer) to rinse out the cleaning solution. Make one final vend using a coffee pod to test the brewer.
- **Clean Hoses and Spouts** – clean the exterior of all the product hoses and spouts with a wet towel.
- **Thoroughly Clean the Interior** – clean the interior walls, base and components with a clean wet towel.

Every 6-12 Months

- **Clean the Powder Hoppers** – the hoppers should be emptied of product and given a thorough cleaning to remove stains and deposits that may have accumulated inside them.
- **Clean the Brewer** – to clean the brewer, make a vend as you normally would, however, instead of inserting a coffee pod into the brewer, you need to insert a special cleaning tab. The hot water dissolves the cleaning tab, which in turn cleans all of the areas in which it comes into contact. Make several vends afterwards (without inserting anything into the brewer) to rinse out the cleaning solution. Make one final vend using a coffee pod to test the brewer.
- **Delime the Water Tank** - to minimize servicing time, replace the water tank with a tank that has already been delimed, then clean the removed tank at the shop and use it the next time a tank replacement is required.
- **Clean the Outlet Valves** - to minimize servicing time, replace the outlet valves with valves that have already been cleaned, then clean the removed valves at the shop and use them the next time a valve replacement is required.
- **Replace the Water Filter** – the water filter should be replaced at least once a year, or when the water flow rate through the filter has decreased. This is an indication that the filter is starting to clog.

Every 18 Months

- **Replace the hose and grommet in the water tank** – the 4" hose and the grommet that connect to the heat exchange tube inside the water tank, and the water pump tube elbow on the tank lid, will get harden and brittle over time and must be replaced.

Error Messages

MESSAGE DISPLAYED	CAUSE	POSSIBLE REMEDIES
Beverage Unavailable	A beverage cannot be dispensed.	• Make sure the waste bin is installed. • Make sure both of the powder hoppers are installed.
Brewer Error	An error has been detected with the brewer.	• Verify the brewer motor wiring. • The brewer may be jammed. Repair or replace the brewer.
Brewer Home Error.	The brewer is not in the home or starting position.	• Press "**START**" **(✓)** to cycle the brewer. • Reboot the machine (power off and on). • The brewer may be jammed. Repair or replace the brewer. • An electrical connection to the brewer home switch is faulty.
Button(s) Error	An error has been detected with one of the selection buttons.	• The front selection panel may need to be replaced.
Call Key Operator	The cashbox may be full.	• Empty the cashbox and reset the Cashbox Total Counter
Empty Waste Bin	Waste bin may be full.	• Empty the contents of the waste bin. • Reset the "Waste Bin" counter.
Fill Powder 1	Powder 1 dispenser is low and requires refilling.	• Refill the dispenser for powder 1. • Reset the "**Refill**" message for the **Powder 1** dispenser.
Fill Powder 2	Powder 2 dispenser is low and requires refilling.	• Refill the dispenser for powder 2. • Reset the "**Refill**" message for the **Powder 2** dispenser.
Heating Water	Water inside the hot water tank is heating.	• Normal operating message and does not indicate an error.
Insert Waste Bin	The waste bin is missing.	• Install the waste bin.
Insert Powder 1	Powder 1 hopper is missing.	• Install the powder 1 hopper.
Insert Powder 2	Powder 2 hopper is missing.	• Install the powder 2 hopper.
Keypad Not Connected	The keypad is not being detected.	• Check the wiring to the keypad.
Overflow Error	A water overflow has been detected.	• Empty and dry the overflow/cup tray. • Verify the water level probe adjustment. They may be set too high allowing too much water into the tank. • Water level probes may need to be cleaned. • Inlet valve may be leaking, constantly allowing water to enter the tank. Replace the inlet valve. • Water in the tank may be boiling. Lower the water temperature setting.

MESSAGE DISPLAYED	CAUSE	POSSIBLE REMEDIES
Overheat Error	The water tank is overheating.	• Check the temperature settings in the set-up. • The temperature probe may need to be replaced.
Power Saving Mode – Press Start to Exit	The machine is in Power Saving Mode.	• Press "**START**" **(✓)** to exit Power Saving Mode.
Tank Not Heating Error	The hot water tank is not heating.	• Check the 15 amp fuse. • Reset the thermal cut-off switch. • Verify wiring to heater element. • Check heater element.
Temperature Probe Error	The temperature probe is not functioning correctly.	• Replace the temperature probe.
Thermister Shorted Error	The thermister is not functioning correctly.	• Replace the thermister.
Thermister Open Error	The thermister is not functioning correctly.	• Replace the thermister.
Water Level Error	The water tank is overfilling.	• Clean the water level probes. • The water temperature may be too high – lower the temperature. • Inlet valve may be leaking – replace inlet valve.
Water Source Error	The water tank is not filling with water.	• At this point, the water tank is not full and this message has to be reset. To reset it, switch the power off and on. • If the problem persists, check all components on the water line (water filter, tubing, fittings, etc.). • Check inlet valve to make certain it is functioning properly. • In the case of a temporary disruption with the water supply, the coffee maker will reset itself after every hour.
Whipper Error	An error has been detected with the whipper.	• The whipper motor may be jammed. Clean the whipper assembly. • Verify wiring to the whipper assembly. • The whipper motor assembly may need to be replaced.